

Helping children. Providing homes. Supporting families. Bringing Hope.

Oklahoma Baptist Homes for Children (OBHC) is a not-for-profit Christian children's home serving over 200 at-risk youth and families at our four campus locations. Additionally, eight Hope Pregnancy Centers (HPC) offer caring, non-judgmental support to those who find themselves in an unplanned pregnancy.

Hope Pregnancy Centers are a faith-based, non-profit, life-affirming ministry of OBHC offering pregnancy tests, pregnancy option education, ultrasounds, Empowered Parenting & Fatherhood programs and post abortion ministry. All services are free and confidential.

OBHC Mission Statement

OBHC exists to show and share the love of Christ to children and their families.

HPC Mission Statement

To help young men and women have hope and choose life in the midst of an unplanned pregnancy.

Statement of Faith

Oklahoma Baptist Homes for Children declares the Bible as the foundation for its faith and practice, and affirms as its confession of faith, the Baptist Faith and Message, as revised and adopted in 2000 by the Southern Baptist Convention.

JOB DESCRIPTION SUMMARY

The Client Care Coordinator will be responsible for the performance of his or her duties and will be appraised by implementation, consistency, quality and performance of his or her assigned duties toward empowering children and their families to follow Christ.

This position is part-time. The employee is expected to work 24-28 hours per week and will receive hourly compensation based on those hours.

In accordance with Oklahoma Medical Marijuana and Patient Protection Act, this job is designated as safety-sensitive because of its requirement of **'direct patient care or direct child-care'** and is therefore exempt from the anti-discrimination prohibitions of the Oklahoma Medical Marijuana Act.

Location: HPC Alva, 427 Barnes, Suite 4, Alva, OK 73717

Reports to: The Client Care Coordinator is responsible to and is under the supervision of the Hope Pregnancy Center Director.

SPIRITUAL QUALIFICATIONS

"For an overseer, as God's steward, must be above reproach." Titus 1:7a, ESV

1. Profess that Jesus Christ is Lord and that Jesus is only one true God, acknowledging that there is no salvation from sins apart from Jesus' death, burial and resurrection.

2. Believe the Bible is the inspired and inerrant Word of God.
3. Mature, Christian person that is actively involved in a Southern Baptist Church or a similar evangelical church.
4. Believe and follow the 2000 Baptist Faith and Message as summarized in the OBHC Statement of Belief.
5. A firm commitment to the sanctity of human life and biblical sexual purity in all circumstance.
6. Concern for God's kingdom, love for those served and a calling to OBHC.

We are a religious employer, and we reserve the right to hire based upon religious preference pursuant to Section 702 of Title VII Civil Rights Act 1964.

EDUCATION QUALIFICATIONS

"Do you see a man skilled in his work? He will stand in the presence of kings. He will not stand in the presence of unknown men." Proverbs 22:29, HCSB

1. High school diploma, or equivalent.
2. Organizational and administrative skills and experience.
3. Proficient in Microsoft Office, experience with Office365 helpful.
4. Data entry experience preferred.
5. Receptionist skills.
6. Ability to communicate effectively with staff, clients, leadership, and volunteers.
7. Flexible multitasker.
8. Flexible team player.

JOB RESPONSIBILITIES

"Whatever you do, do it enthusiastically, as something done for the Lord and not for men" Colossians 3:23, HCSB

1. **Support the Operations of the Center in a Christ-like, Hospitable Manner.**

"Share with the saints in their needs; pursue hospitality." Romans 12:13, HCSB

- Communicate effectively with staff, clients (especially college age), leadership and volunteers.
- Enjoy interacting, face-to-face, and via phone/text with potential clients and guests.
- Communicate compassion, while using discernment, when meeting needs.
- Responsible to share information without taking responsibility to solve each client's problem.
- Open and close center as needed.
- Greet and assist clients and visitors.
- Check clients in/out of center.
- Answer the telephone.
- Manage client scheduling (walk-ins, calls, texts, and website appointments).
- Maintain online appointment scheduler.
- Maintain current community referral guide.
- Make appropriate referrals for services not offered at Hope.
- Confirm appointments.
- Follow-up with clients, including monthly birth calls and documentation of follow-up in client files and database.
- Responsible for timely, accurate client data entry.
- Train volunteers to assist in data entry.
- Maintain volunteer roster.
- Maintain volunteer files.
- Assist with volunteer recognition and events.

- Client file review as directed by HPC Director.
- Assist volunteers in director's absence.
- Assist in supervising volunteer service/mission groups.
- Maintain inventories (office, cleaning, clinic supplies, and client resources).
- Maintain supply of needed forms and stock materials in client room.
- Perform other duties as assigned by HPC Director.

2. Demonstrate Christ-like Interpersonal Skills

- Model Christ-like behavior in word and deed in relationships with staff, donors, trustees, volunteers, men, women, children and families.
- Responsible for exercising Christ-like confrontational skills (as they arise) while engaging in interpersonal relationships, beginning with one-on-one confrontation.
- Recognize and respond humbly to the differences in learning and communication styles, as well as cultural and philosophical perspectives of residents, families and staff.
- Demonstrate biblical conflict resolution skills with residents, staff and family members, beginning with confession of personal responsibility in the conflict being addressed.
- Actively pursues opportunities for fellowship, friendship and community-building with other staff members.
- Recognize the emotional needs, family dynamics and other personal difficulties of the other staff members and respond with love and prayer.

3. Honor God's Provision by Keeping OBHC Property Clean and Well Maintained

- Demonstrate and teach stewardship and ownership on HPC by keeping allotted office space, office equipment, grounds, facilities, buildings and other resources/areas clean and picked up.
- Be proficient and use integrity in use of computers and other office equipment.

ADDITIONAL RESPONSIBILITIES

1. Maintain appropriate attire as dictated by biblical commitment to modesty, specific circumstances, activities and office procedures.
2. Maintain punctuality to office hours as scheduled by assigned supervisor.
3. Time off for personal needs or requests of any type of leave must be arranged in advance with the immediate supervisor.
4. Be available to represent OBHC in public meetings as per administrative request or by permission.
5. Seek proper administrative approval on all VISA and charge accounts when purchasing items needed on the campus/in the office.
6. Make prayerful and wise financial decisions on purchases approved by administration. For example, purchase items on sale, in proper quantity and only necessary items.
7. Upon receiving OBHC employee VISA statement, compile all receipts, documentation and information to submit within time designated by supervisor.
8. Be able to meet all the qualifications and expectations as outlined in *OBHC Policies* section (VI., L, M, pages 10-12) unless otherwise specified by the qualifications listed in this job description.
9. Complete appropriate tasks as assigned by supervisor.